EMERGENCY NUMBERS

For EMERGENCIES that require the Fire Department, Ambulance, or Military Police, dial 911 and give the following information:

- Name of requestor
- Address of requestor
- Address or location on emergency (Bldg and room number if applicable)
- Phone number you're calling from
- Nature of emergency

BASE SERVICE CODES

0 Operator

411 Edwards AFB Information 911 Fire/Ambulance/Police/EOD

FEATURE ACCESS CODES

Access Code	Feature
Hookflash	Call transfer/3-way call
*70	Call Forward (Program)
#70	Call Forward (Cancel)
*71	Call Forward Busy (Program)
#71	Call Forward Busy (Cancel)
*72	Malicious Call Hold
*73	Call Forward Don't Answer
	(Program)
#70	Call Forward Don't Answer
	(Cancel)
*74	Call Pick Up (In Pickup Group
	Only)
*75	Call Hold
#75	Call Hold Retrieve
*78	Ring Again
*80	Speed Call Short List (Program)
*81	Speed Call Long List (Program)
*85	Call Park
#85	Call Park (Retrieve)
*86	Directed Call Pick-up
*88 or ##	Last Number Redial

Special Note for Rotary Phones

Produced by AFFTC/ITA Graphics #22036

For Rotary Phones * = 12# = 13

DIALING PROCEDURES - Official Calls

(Note: A second dial tone will not be heard after dialing the two access digits. Dial all digits in one sequence.)

TYPE OF CALL Access & Number

DSN

CONUS Routine 94 + 7 Digits Overseas 94 + 3 Digit Voice Code + 7 Digits

LONG DISTANCE

FTS-2000 99 + 10 Digits

Toll Free 99 + 800 or 888 + 7 Digits

LOCAL CALLING

Base Commercial Calling (Including Base Housing)

98 or 99 + 7 Digits
OR 258 + 4 Digits

On Base Calling 7 + 4 Digits OR 5 + 4 Digits

Incoming Calls No Change

DIALING PROCEDURES - Unofficial Calls

(Note: A second dial tone will not be heard after dialing the two access digits. Dial all digits in one sequence.)

TYPE OF CALL Access & Number

LONG DISTANCE

Toll Free 99 + 800 or 888 + 7 Digits

Credit Card 99 + 0 + 10 Digits

(then follow carrier's prompts)

OR

99 + Carrier Access Number (then follow carrier's prompts)

LOCAL CALLING

Base Commercial Calling (Including Base Housing)

On Base Calling



A QUICK REFERENCE GUIDE FOR THE TELEPHONE SYSTEM AT EDWARDS AIR FORCE BASE



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FEATURE DESCRIPTIONS

CALL TRANSFER – Allows incoming calls to be transferred to another Edwards AFB number.

3-WAY CONFERENCE – Allows you to establish a three-way conference with either an incoming call or two calls you originate.

LAST NUMBER REDIAL – The Last Number Redial feature allows you to redial your last called number.

CALL PARK – Places a call in a parked state so that it can be retrieved from another telephone.

CALL PICK-UP - Allows you to answer incoming calls to another telephone in your office. The ringing station must be a member of your call pick-up group in order to answer the incoming call with this feature.

RING AGAIN – When you are making a call and encounter a busy signal, this feature will cause the switch to notify you when the number is free by sending a distinctive ring to your phone. When you pick up the receiver the switch will redial the number called.

SPEED CALL – Allows you to place internal or external calls by dialing a programmed one-digit code.

CONFERENCE – This feature will allow you to initiate a conference call for up to 6 parties.

DIRECTED CALL PICK-UP – Allows you to answer a call that is ringing on any line.

CALL HOLD – This feature allows the user to hold one call until either party goes on-hook. With one call on hold the user can place another call.

MALICIOUS CALL HOLD - Allows a subscriber to hold a connection on the switch on a malicious call, enabling the call to be traced back to the originating party.



FEATURE ACTIVATION (Standard)

Call Transfer & Three-Way Conference

- While on an active call, flash the hookswitch (you get a unique tone)
- Dial the five (5) digit number the call is to be transferred to
- Upon hearing the ring back the transferring station can either:
- Hang up to complete the transfer, or...
- Wait for an answer, and flash the hookswitch once to establish a three-way conference

Call Forward

- Pick up the handset, and dial the feature code desired:
- *70 Call Forward All Calls
- *71 Call Forward Busy
- *73 Call Forward Don't Answer
- Dial the 5-digit number you wish your calls forwarded to
- Hang up when you hear a confirmation tone

Remove Call Forward

- Pick up the handset, and dial the feature code desired:

#70 - Call Forward All Calls - Cancel

#71 – Call Forward Busy - Cancel

#73 – Call Forward Don't Answer - Cancel

- Hang up when you hear a confirmation tone

Last Number Redial

- Pick up the handset
- Dial *88 or ##
- The last number dialed will be automatically redialed

Ring Again

After encountering a busy signal:

- Flash the hookswitch (you get a unique tone)
- Dial the Ring Again feature code *78
- Hang up after hearing a confirmation tone
- When the busy station becomes idle, you will receive special ringing. When you lift the handset, the system will automatically dial the station.
- To cancel Ring Again feature, lift the handset and dial the feature code - *78

Call Hold (For phones WITHOUT a "Hold" button)

While on an active call:

- Flash the hookswitch (you get a unique tone)
 Dial the Call Hold feature code *75 and hang up

To retrieve a held call

- -Pick up the handset
- Dial the Call Hold feature code #75, you will be reconnected to the call

FEATURE ACTIVATION (Optional)

* Speed Call

To Program a Speed Call number:

- Pick up the handset
- Dial the Speed Call Short Program feature code - *80
- Dial the speed call number (0 thru 9) to be assigned

- Dial the Speed Call Long Program feature code - *81
- Dial the speed call number (0 thru 69) to be assigned

Then

- Dial the number to be stored (up to 24 digits)
- Dial number sign (#), receive confirmation

To Use Speed Call:

- Pick up the handset
- Dial * and the one-digit or two-digit code assigned to the number to be dialed

* Conference (Up to 6 Parties)

- Pick up the handset
- Dial the conference feature code *76
- Dial the first conferee
- After the conferee answers, flash the hookswitch, you get unique tone, dial *76
- Repeat steps of hook flash, dialing conferee, and dial *76 for each additional party
- If a conferee is busy or no answer, dial release code - #76, to drop party

* Directed Call Pick-Up

- Pick up the handset
- Dial the directed Call Pick-Up feature code -*86, you will get unique dial tone
- Dial the number of the station you are picking up, you will be connected to the call

* Call Park/Call Park Retrieve

- To park a call, flash the hook, hear dial tone, then dial the Call Park feature code - *85
- To retrieve the parked call from a different telephone:
- Pick up the handset
- Dial the Call Park Retrieve feature code #85
- Dial the number against which the call is parked

* Call Pick-Up

- Pick up the handset
- Dial the Call Pick-Up feature code *74, you are connected to the call
- * NOTE: An ITR, Information Technology Requirement, must be submitted by your organization's TCO to Customer Service to activate